> point out in the specification support for such limitations. The limitations discussed above, are only examples of the limitations that must be pointed out in the specification to show support for these limitations and is not meant to be an exhaustive list. (Office Communication page 2)

REMARKS

Applicants respectfully submit that the application includes ample support for the recited first and second operator position identifiers of amended claim 1. It also includes clear support for all the other amendments made to the claims.

As discussed in numerous places in the application operator position identifiers uniquely identify operator positions to switches and are provided to the switch as part of a manned or automated operator log-in process performed by a call processing device such as an automatic function node implementing an AOWs. (See summary page, 10, lines 20-page 11 line 3; page 33, lines 1-29, page 34, lines 11-17; page 35, lines 1-5, Abstract lines 14-26) At any given time, some operator positions may be manned while others are unmanned and operating as automated operator positions. (See page 27, lines 28-31). As stated in the summary

> [T]he apparatus of the invention can be used to automate portions of an operator assisted telephone call, before and/or after a human operator performs some action to service the telephone call. When a human operator is involved in servicing a call that is also being serviced by the automated system of the present invention, one or more call transfers may occur between the automated apparatus of the present invention

> and a manned operator workstation. Such transfers may involve the use of a telephone switch to transfer the call between, e.g., to and/or from, the manned operator workstation and the apparatus of the present invention, and vice versa... the described telephone switch transfer operation occurs in conjunction with the new and novel transfer of data between the manned operator workstation and the automated system of the present invention via a local area network used to couple the two together. Because data can be transferred between the automated device of the present invention and a manned workstation, the apparatus of the present invention can be used to facilitate processing of calls involving human operators as well as performing fully automated call processing operations. (Application Summary page 11, line 25 to page 12, line 19).

Since the application provides ample support, in the above quoted locations and elsewhere, for uniquely identifying multiple operator positions, both manned and unmanned, to a switch via the use of unique operator position identifiers as part of an operator login procedure performed, e.g., prior to servicing a call, there is clear support for the language in amended claim 1 which states "an automated operator position identified by a first operator position identifier" and the additional language "the manned operator position being identified to the switch by a second operator position identifier".

The call transfer features recited in amended claim 1 between the unmanned and manned operator positions is supported by the above quoted portion of the invention summary and elsewhere in the application. The other

features of claim 1 as well as the other amended claims are also supported by the above cited portions of the application as well as by other locations in the application.

Support for the amendments to claim 2 can be found in the above cited portions of the application. Support can also be found in the summary which states:

> While the apparatus of the present invention can be used to process calls in an automated manner, in various embodiments automated function nodes of the present invention are implemented in a manner which allows them to be used ... as a combination of manned/unmanned operator positions. (Application page 15, lines 21-29)

Use of text to speech and speech recognition functionality is discussed at various locations in the summary including, e.g., page 11, lines 9-24; page 12, lines 21-23, page 13, line 19 to page 14, line 15 and elsewhere in the application. These cited portions of the application provide support for amendments made to some claims.

For support for the remaining amendments, the Examiner is referred to pages 52 to 53 of the application which discuss the use of automatic number identification (ANI) information; a line information database; business listings, e.g., restaurant listings; and directional based services.

Conclusion

In view of the portions of the application cited above, it is clear that all of the amendments to the pending claims are supported by the application as filed. Accordingly, the previously submitted amendment should be entered and deemed fully responsive to the previous office action.

Claims 1-10, 16-25 and 33-35 are directed to new, useful and non-obvious subject matter. Accordingly, the application is now in condition for allowance. Such allowance is respectfully requested.

The Examiner is invited to contact Applicants' undersigned representative by telephone if any outstanding issues remain which need to be resolved to place the application in condition for allowance.

Respectfully submitted,
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December 19, 2001

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